

Complaint-Handling Workshop

Complaints are often seen as costly and time consuming for agencies. However, an effective and efficient complaint-handling system provides agencies with a valuable tool for continuous improvement. It can strengthen service delivery and save agency resources.

Complaint-Handling Workshop

The Office of the Commonwealth Ombudsman offers a full day frontline complaint-handling workshop that can be tailored to your agency. The workshop is designed for staff managing complaints from the public, with a focus on customer service and service delivery. The training is based on five elements of effective complaint-handling: culture, principles, people, process and analysis, as outlined in the Commonwealth Ombudsman's *Better Practice Guide to Complaint-Handling*.

The aim of the workshop is to develop the knowledge, skills and confidence to resolve complaints effectively and efficiently, while managing diverse customer experiences as well as increasing expectations.

Learning outcomes

At the end of the workshop participants will have the knowledge and skills to:

- describe the elements of effective complaint-handling
- discuss the relationship between best practice public administration and service delivery
- identify and apply strategies to manage complaints and complainants effectively and efficiently
- analyse complaints to identify systemic issues in complaints and communicate them to relevant business areas
- apply internal complaint policies, processes and general administrative obligations to individual complaints.

Who should attend

The workshop is targeted at frontline complaint-handling staff and supervisors.

Group size

Max. 25 participants

Length

Full day

Cost

\$4,000 per workshop

To book a workshop, contact us:

» education@ombudsman.gov.au

» 1300 362 072

The Ombudsman has offices in:

» Adelaide

» Brisbane

» Canberra

» Melbourne

» Perth

» Sydney